



New Horizons Training Success Case Study

“The key to a successful project is partnering with talented companies who can help implement key parts through great training and service. Providing software and applications are only part of the story, getting staff on board using the new tools can make or break a project.”

Michael Brunner, CEO
Blattner Brunner

Microsoft Office 2007 Training Creates a More Efficient, Connected and Positive Workforce

Situation

Blattner Brunner is a full service advertising and marketing agency, with three office locations across the United States housing approximately 150 PC workstations. Due to the large number of remote personnel that need to stay connected with the various functions and departments within the agency, Blattner Brunner made the decision to implement the Microsoft Office 2007 suite as its core integration and workflow management platform.

Objectives

Blattner Brunner functions under many divisions, with each division having its own production process that is efficient within the function but not optimized for efficiency across the agency. With the implementation of Microsoft Office 2007, Blattner Brunner hoped to streamline and centralize the document and project management workflow, and create an efficient and connected workforce regardless of location or process.

The ultimate goal of the project was to seamlessly integrate the Microsoft Office 2007 suite into the existing technology environment in order to realize the following product benefits:

- Consolidated project documentation
- Reduced duplication
- Centralized document management
- Improved end product, higher client satisfaction
- Increased collaboration; Improved project costs.

Solution

Upon the decision to implement Microsoft Office 2007, agency leadership quickly recognized that product training would be a key component to provide a seamless integration into the existing technology environment. In order to fully realize the potential of the product suite, Blattner Brunner engaged New Horizons as a training partner for the product roll-out.

In further effort to successfully deploy the new platform, New Horizons and Blattner Brunner created a "change team" tasked with working across all agency disciplines to assist with and support product deployment.

New Horizons also created a training environment that stimulated interest in agency staff and generated a positive and confident feeling around the deployment of the 2007 Microsoft Office suite.

“The instructor did a great job of keeping the class interesting and fun. He also helped by relating the old versions to the new to make the transition easier.” - Class attendee

Over a period of one week, New Horizons provided conversion training for the 2007 Microsoft Office suite, which includes Microsoft Outlook, Word, Excel, PowerPoint and Access. The results were very positive; Blattner Brunner saw increased efficiency, productivity and document quality and the employees were pleased with the new product capabilities.

Upon the completion of product deployment, New Horizons will create a team of experts to aid and sustain the momentum generated by deploying Microsoft Office 2007, with the execution of onsite training throughout the product lifecycle.



Solution Overview

Client: Blattner Brunner

Client Industry: Advertising and Marketing

Number Trained: 150 PC workstations transitioned to Microsoft Office 2007. Employees in three locations trained.

Solution Description

To fully realize the potential of the Microsoft Office 2007 product suite, Blattner Brunner engaged New Horizons to provide conversion training that stimulated staff interest and generated a positive and confident attitude regarding the deployment.

A "change team" was also created to work across all agency disciplines to assist with and support product deployment.

Upon the completion of product deployment, New Horizons will create a team of experts to aid and sustain the momentum generated by deploying Microsoft Office 2007, with the execution of onsite training throughout the product lifecycle.

Value for Blattner Brunner

- More efficient processes, reduced time to market and lower costs.
- Improved quality of life for staff.
- Improved inter-departmental integration and collaboration.
- An efficient and connected workforce regardless of location or process.

Results

In order to maintain and grow the client and product base, the agency realized that it must embrace new technology to provide more efficient processes, reduced time to market, lower costs and generally improve the quality of life for its staff in a high paced dynamic environment.

- Reduce project overhead, lowering overall costs
- Faster, better product, ability to adapt and change quickly
- Streamline processes, fewer steps, dynamic approach
- Deliver client focused solutions

To address these critical business goals and to integrate all agency functions, Blattner Brunner's deployment of Microsoft Office 2007 will help improve its inter-departmental integration and collaboration platforms while simplifying and globalizing its umbrella processes.

The training plan and integration with New Horizons was at the heart of the product deployment project. Once the system is completely up and running, Blattner Brunner will continue to use New Horizons as a key resource to support this initiative. Training is always required to maintain the system and its use at the highest levels. As part of the on-boarding process, Blattner Brunner will provide system training to new employees and continually train internal subject matter experts.

"Training is critical, from the first step we wanted someone to come in and make the point that Office 2007 will make a difference, generate excitement and energy around the product and the process, that's exactly what New Horizons did for us." - John Roden, CIO Blattner Brunner

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Implement Microsoft Office 2007 Training Today for Organizational Impact Tomorrow

Join companies all over the world who have improved productivity, increased efficiency and impacted the bottom line by training on the enhanced features and capabilities of Microsoft Office 2007. Talk with your Account Executive today to get started or visit us online at www.newhorizons.com.

